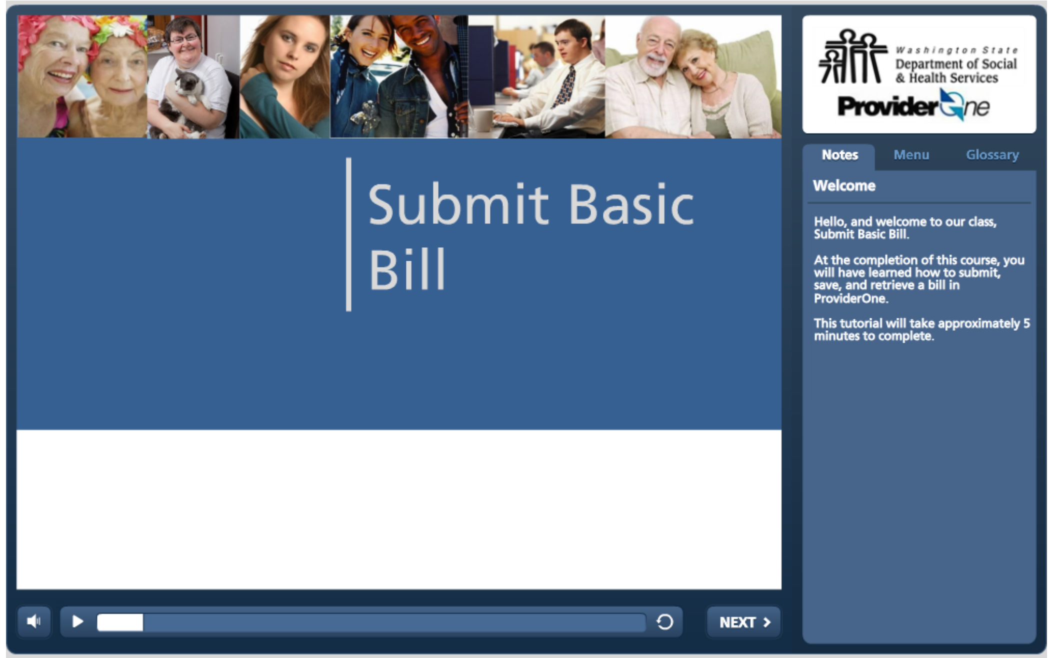
Submit Basic Bill

The Basic Billing “Submit Basic Bill” How To provides instructions on:



Before logging into ProviderOne make sure your:

Please remember that after using ProviderOne you can reset your pop-up and security levels to your preferred level: but, change them back when you want to work in ProviderOne.

Pay Periods

With ProviderOne, you choose when you get paid.

- ProviderOne pays on Fridays.
- If you have EFT (Electronic Fund Transfer/Direct Deposit) your payment will be in your account on Friday.
- If you are paid by paper check, it will be mailed on Friday.
- When you are paid, your Remittance Advice (RA) will be posted in ProviderOne on Friday.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Possible Pay Days

All claims submitted between Wednesday and Tuesday will be paid on Friday.

Claims Submitted

Sun	Mon	Tue	Wed	Thu	Fri	Sat
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Paid

Pay Periods

To be paid **weekly**, submit claims by Tuesday of each week.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submitted by

Pay Days

To be paid **every two weeks**:

- Choose your Friday paydays.
- Submit your claims within the 7 day period ending in Tuesday of the payment week.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submitted by

Pay Days

To be paid **monthly**:

- Choose your Friday payday.
- Submit your claims within the 7 day period ending in Tuesday of the payment week.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submitted by

Pay Day

Pay Periods

Claiming for an **entire month** will result in a varying pay dates throughout the year depending on what day of the week the month ends and its relationship to the first Tuesday and Friday of the new month.

2015

Month Worked	Claim By	Pay Day
Jan	2/3	2/6
Feb	3/3	3/6
Mar	4/7	4/10
Apr	5/5	5/8
May	6/2	6/5
Jun	7/7	7/10
Jul	8/4	8/7
Aug	9/1	9/4
Sep	10/6	10/9
Oct	11/3	11/6
Nov	12/1	12/4
Dec	1/5	1/8

Jan -Feb

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Days Worked →	25	26	27	28	29	30	31
Claims Submitted →	1	2	3	4	5	6	7
						Paid	

Feb - Mar

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Days Worked →	22	23	24	25	26	27	28
Claims Submitted →	1	2	3	4	5	6	7
						Paid	

Mar-Apr

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Days Worked →	29	30	31	1	2	3	4
Claims Submitted →	5	6	7	8	9	10	11
						Paid	

Submit Basic Bill

This section is on how to Submit a Basic Bill. This process is direct entry, meaning that you will fill in all the needed billing information into a billing form. The direct entry process is the basis for building and submitting templates and for adjusting claims.

1. From the Provider Portal

   a. Check that you are in the EXT Provider Social Service profile

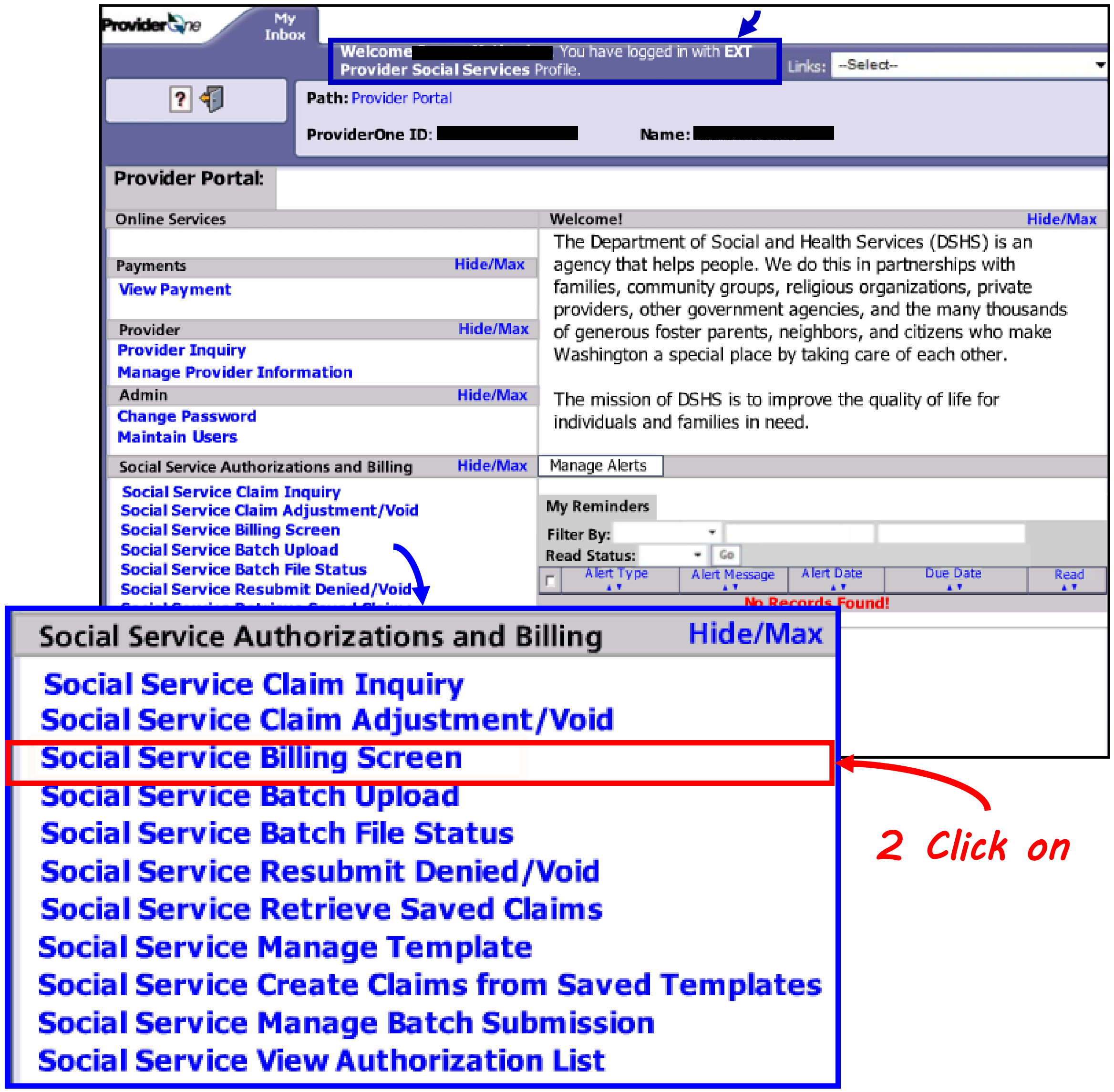
2. Click on Social Service Billing Screen

NOTE: You must turn off your pop-up blocker before you begin billing.

See page 20 for the quick instructions on how to turn off your computer's pop-up blocker.

1 Provider Portal

1a



2 Click on

Submit Basic Bill

3 Basic Billing Screen

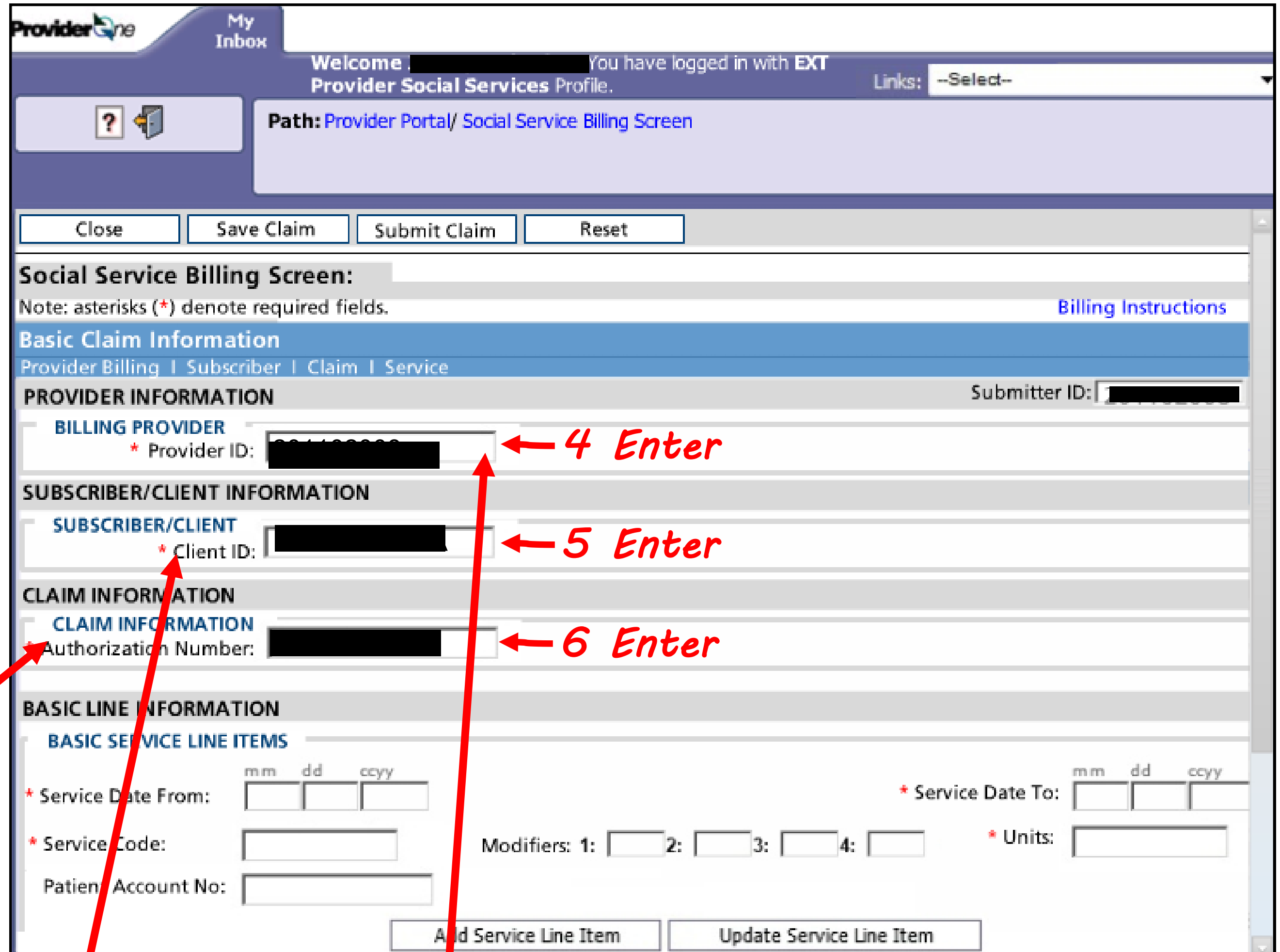
3. Basic Billing Screen appears

4. Enter Provider ID

5. Enter Client ID

6. Enter Authorization #

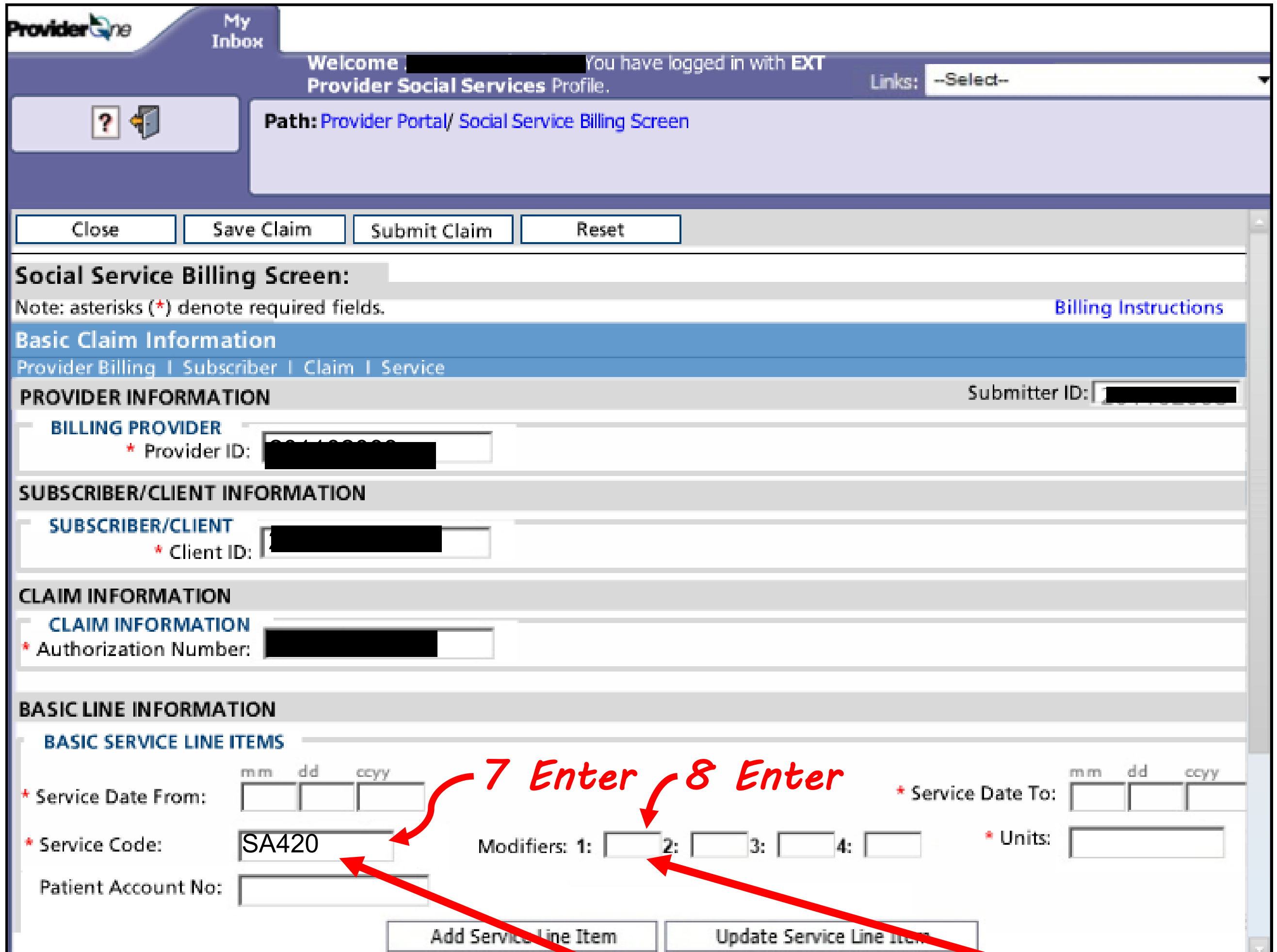
The billing information is taken directly from the Authorization.



Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier
[redacted]	1	1	[redacted]	[redacted]	[redacted]	SA420	Personal Care	
[redacted]	1	1	[redacted]	[redacted]	[redacted]	T1020	Personal Care	U1

Basic Billing Screen



7. Enter Service Code

8. Enter Modifier (if applicable, many service codes do not have a modifier)

The billing information is taken directly from the Authorization.

Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier
[redacted]	1	1	[redacted]	[redacted]	[redacted]	SA420	Personal Care	
[redacted]	1	1	[redacted]	[redacted]	[redacted]	T1020	Personal Care	U1

9. Enter Service Date From

10. Enter Service Date To

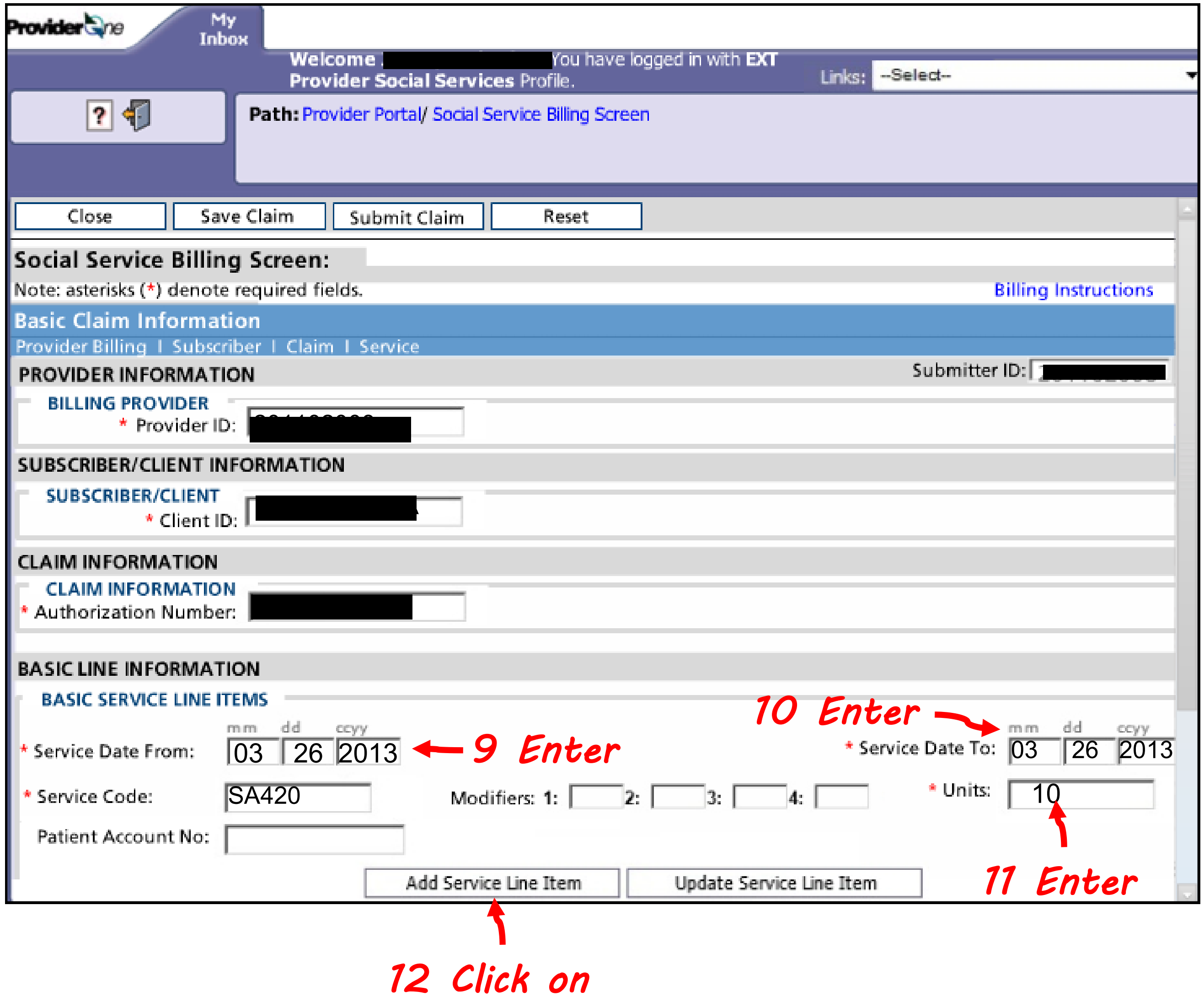
A date range, or span, can only be used when:

- Unit Type = daily or monthly
- Days were worked consecutively (in a row with no breaks)
- The date range is within the same calendar month.
- # of units match the # of days (daily units)
- *1 monthly unit per range (max. date range is one calendar month, less than month date ranges will be prorated by ProviderOne.*

11. Enter number of units worked

12. Click on Add Service Line

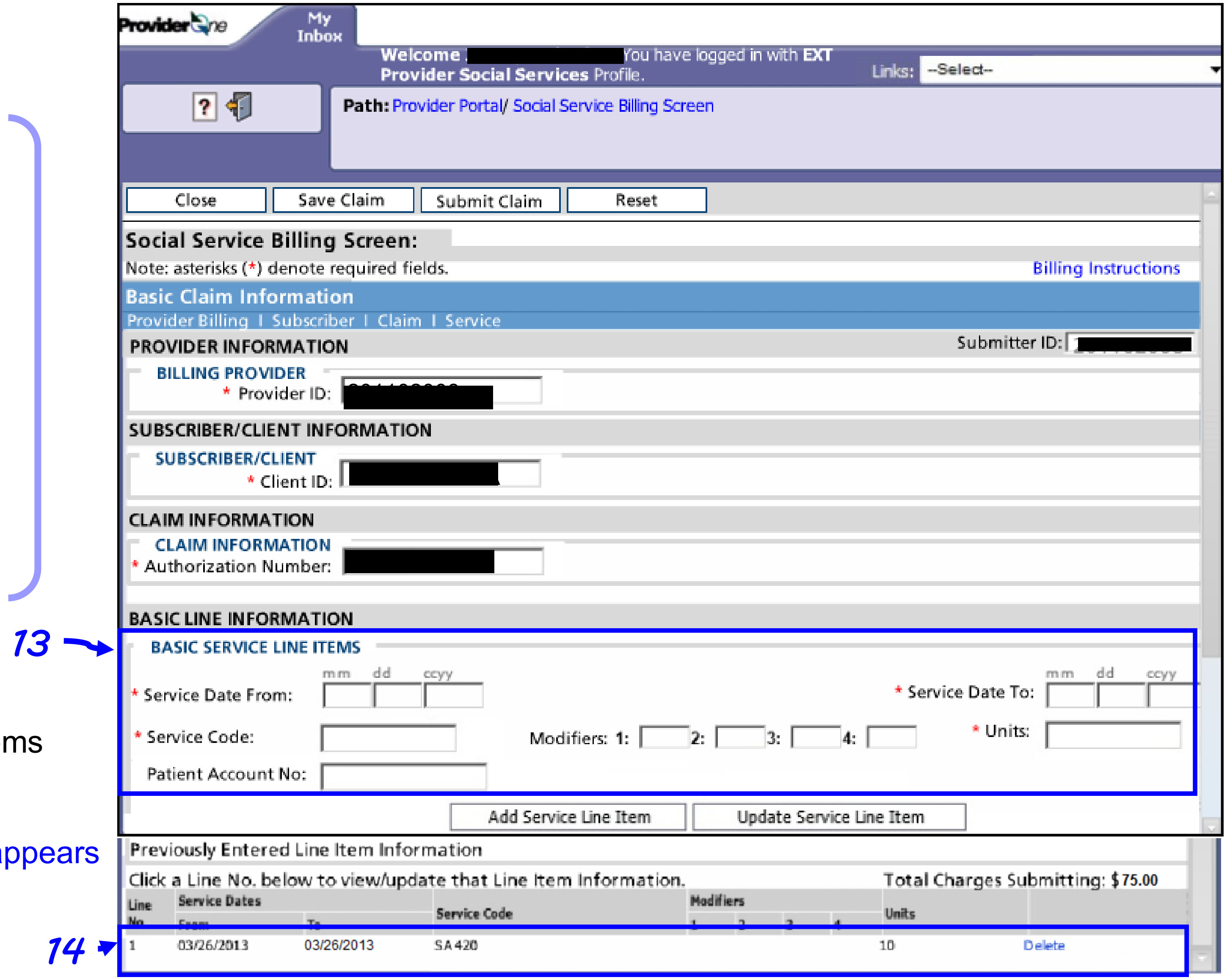
Basic Billing Screen



Basic Billing Screen

If you use a date range, span:

- 1 claim service line for each day (daily units) will appear
- A note will appear saying the service line date range will be broken down into individual daily service lines.



13. Basic Service Line Items clears

14. Claims Service Line appears

15. Additional service lines must be for the same authorization. To add another Service Line for this authorization there are two options:

Option #1:

a. Enter basic service line items

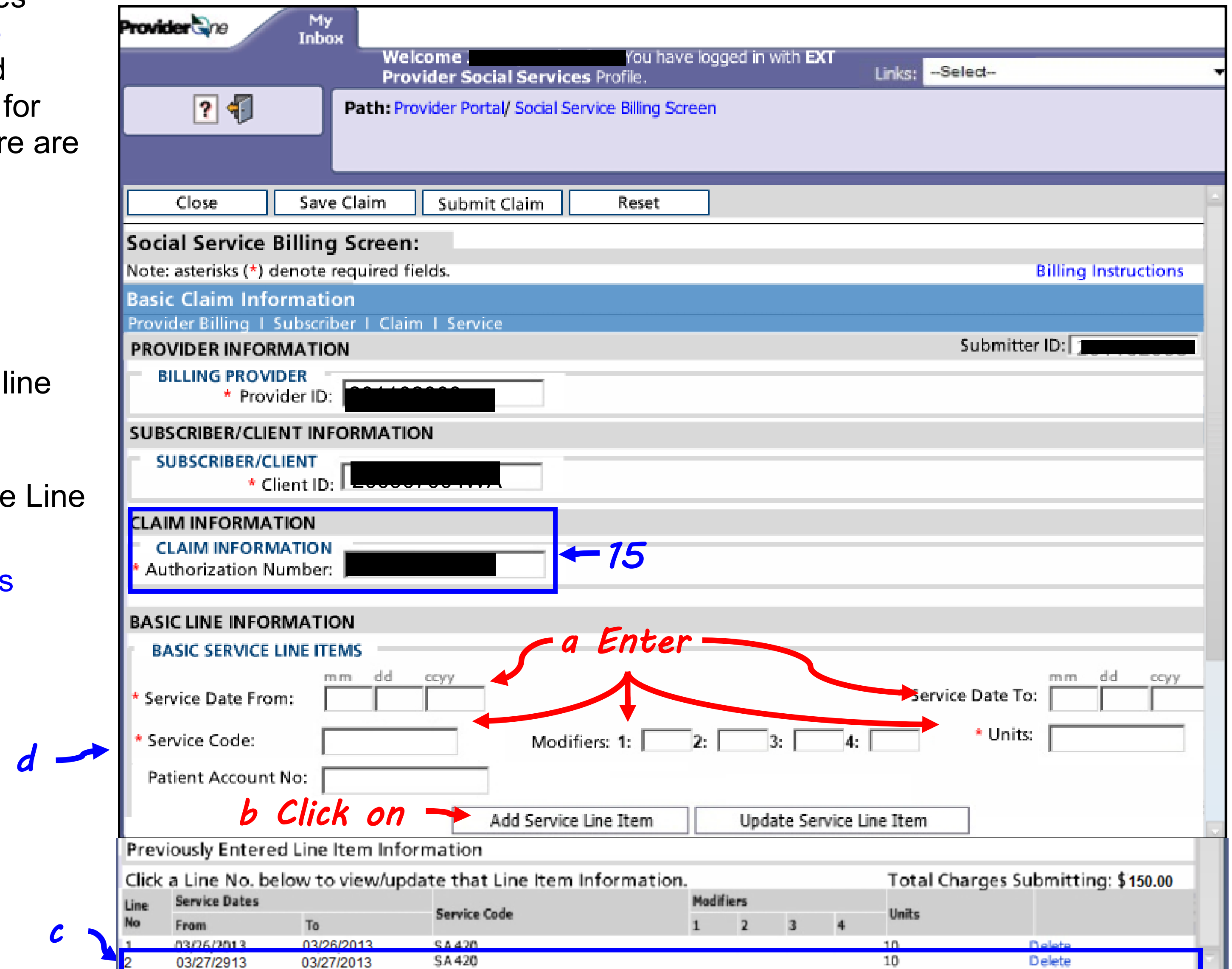
b. Click on Add Service Line

c. Service line appears

d. Basic Service Line Items Clears

You can add up to 31 claim service lines per bill.

Basic Billing Screen



Each line must be for the **same authorization number**. Different Service Codes can be used as long as they are from the same authorization number.

Option #2: If the additional line is similar to the first

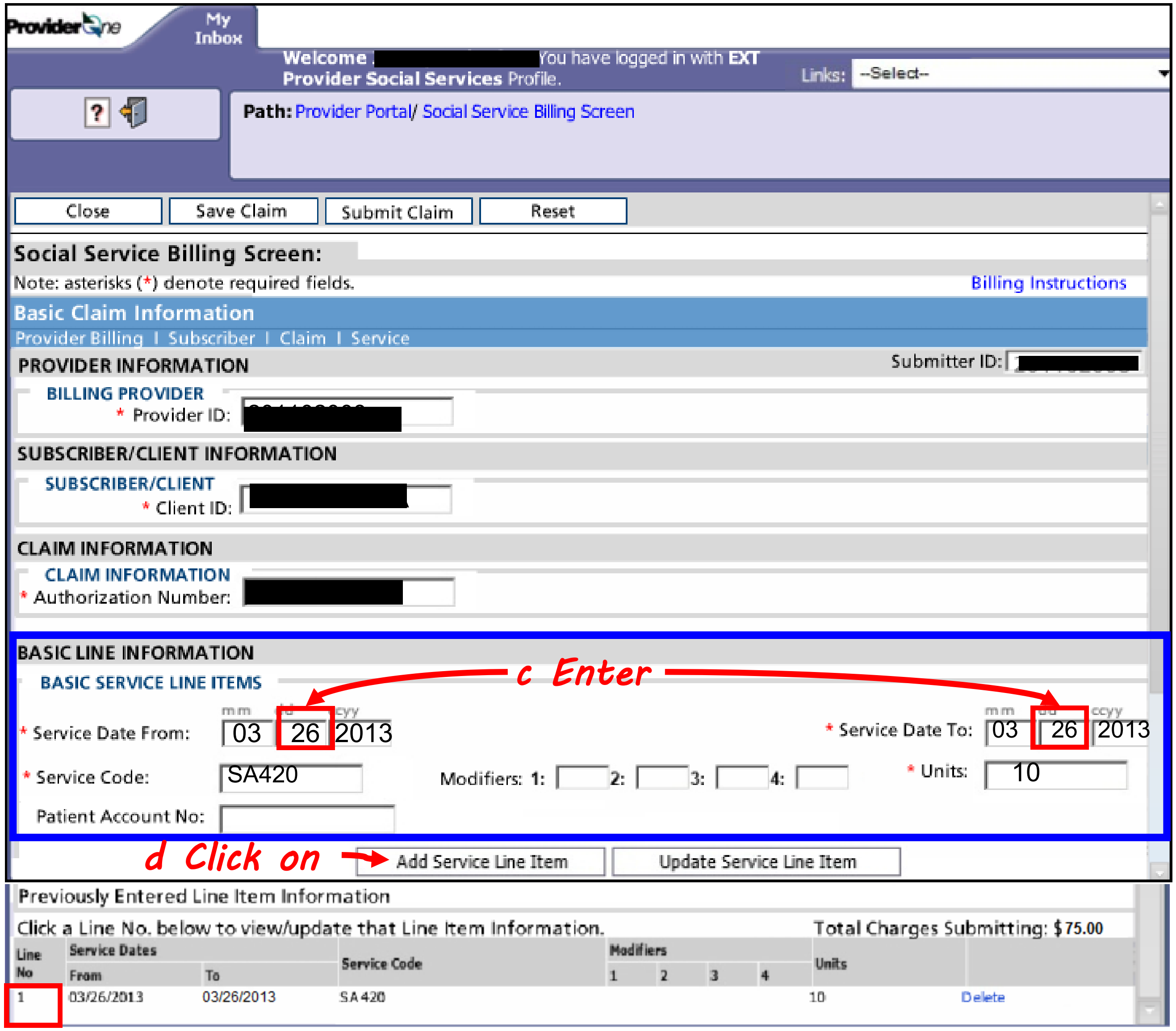
a. Click on Service Line Number

b. Basic Line Information appears

c. Enter new data: i.e. change day of service

d. Click on Add Service Line

Basic Billing Screen



Submit Basic Bill

Option #2 (cont.)

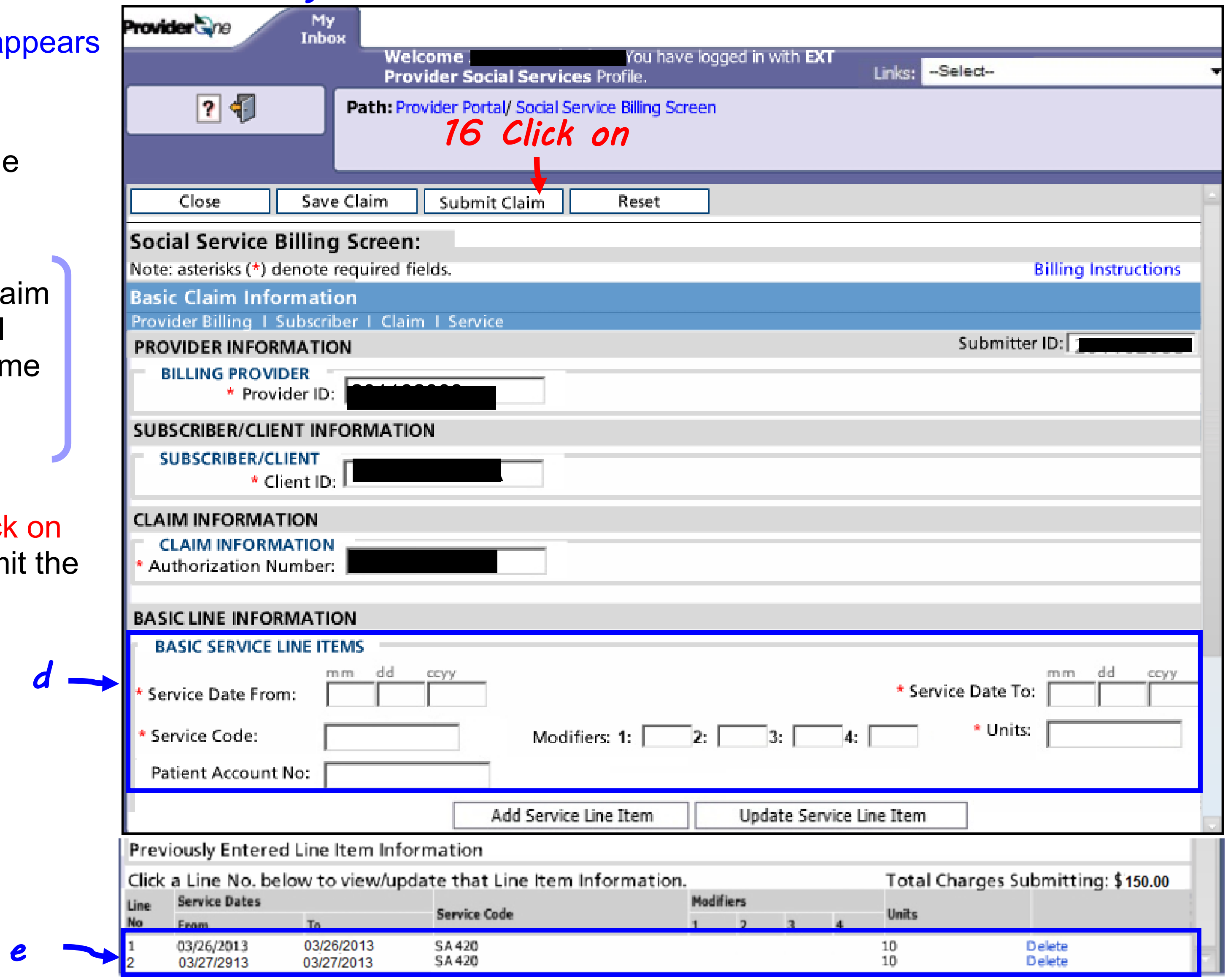
e. New Service Line appears below previous line

d. Basic Service Line Items clears

You can add up to 31 claim service lines per bill. All lines must be for the same authorization number.

16. For both options: click on Submit Claim to submit the claim

Basic Billing Screen



Submit Basic Bill

17. Submitted Claim Detail pop-up appears. See note

18. The Transaction Control Number (TCN) appears

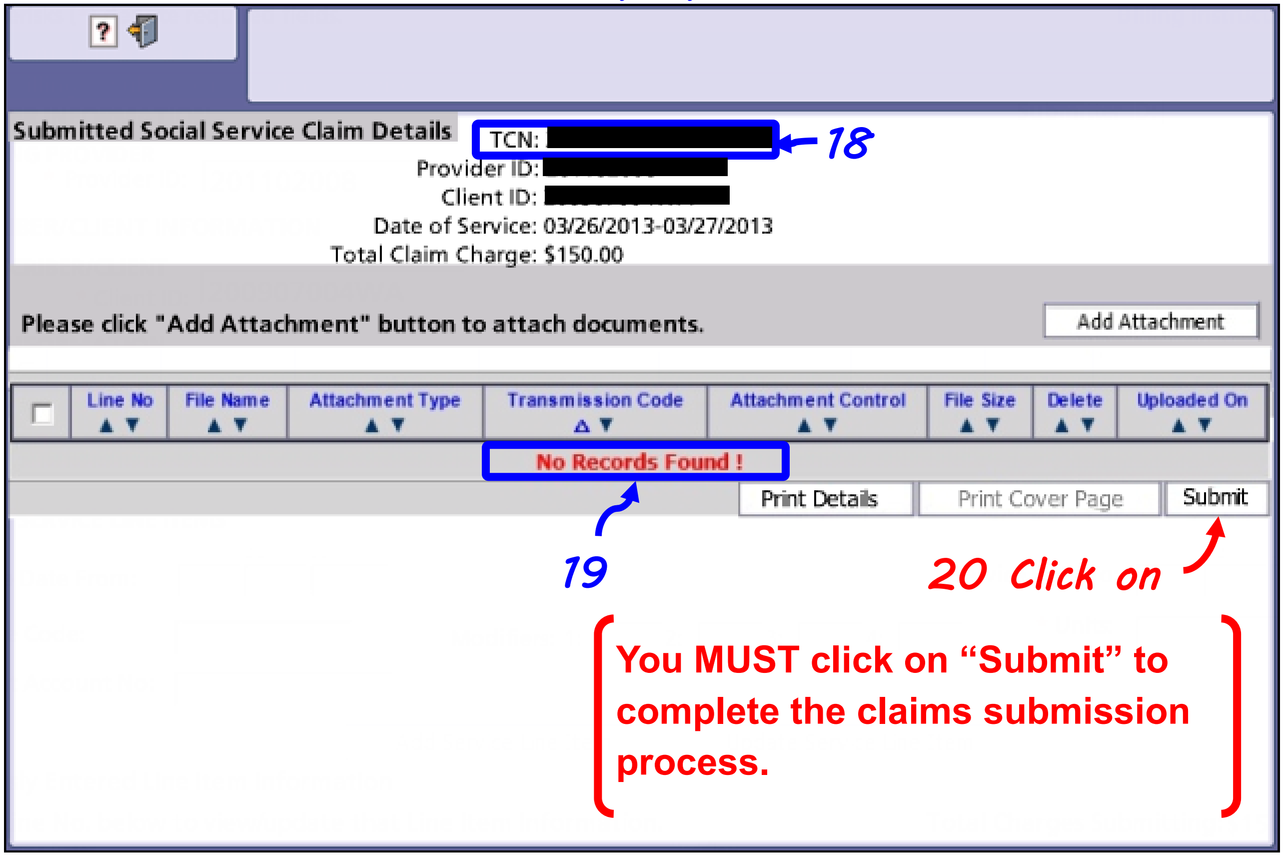
19. No Records Found means that this claim has no attachment. Never add attachments.

20. Click on Submit.

The Transaction Control Number (TCN)

- The TCN is assigned to the entire claim and includes all the individual claims service lines.
- Use the TCN to identify and track the claim.

17 Submitted Claim Detail Pop-up



You MUST click on "Submit" to complete the claims submission process.

NOTE: If the pop-up page does not appear, it means that your "Pop-up Blocker" has not been turned off and you need to close this billing page.

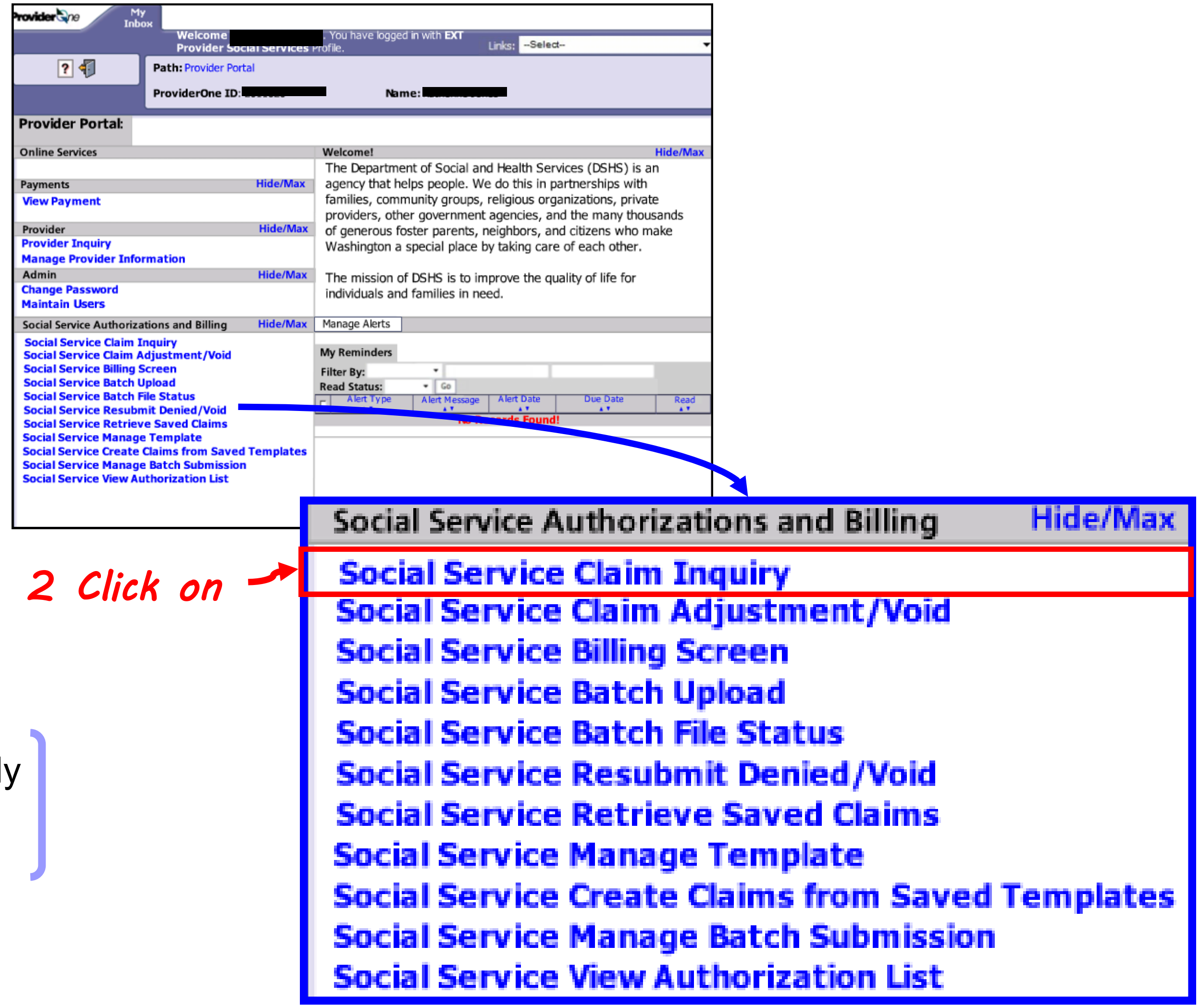
See page 20 for the quick instructions on how to turn off your computer's pop-up blocker.

Tracking a Claim

You can track the progress of the claim using the Claims Inquiry link. To learn more about this function view the Claims Status Inquiry - View RA tutorial and/or How To Guide.

1. From the Portal Page
2. Click on Social Service Claim Inquiry

1 Portal Page

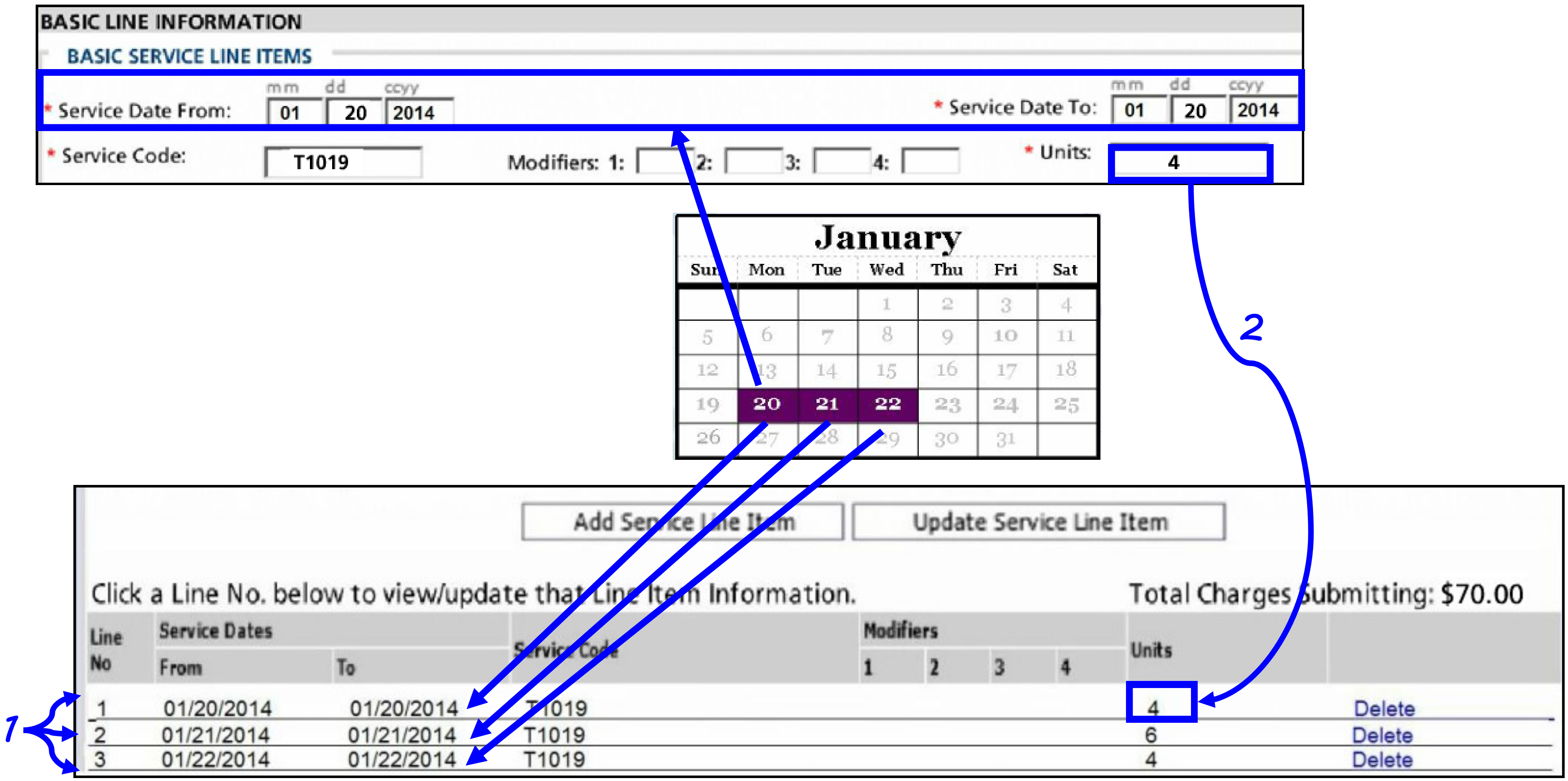


Claim status in not immediately available after submission.

All claims are based on date of service (the day the service was provided).

Unit Types: 1/4 hour, 1/2 hour, hour, each, per visit, mile, daily, monthly
(see your authorization for the unit type)

1. Each service line is a single day. (See date range for daily & monthly unit types)
2. The number of Units provided on each day of service can be more than 1 (except daily)



Date Range (Daily & Monthly Only)

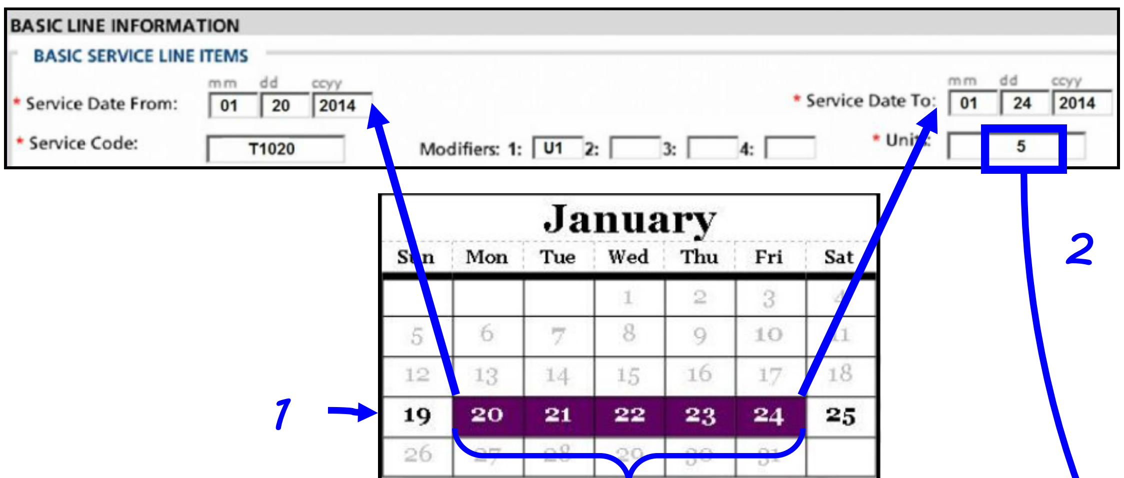
1. Date range from and to dates must be consecutive (in a row, with no breaks), within the same calendar month, and daily or monthly units.

2. The number of Units must equals the number of days in the range for daily unit types, or 1 unit for the month within the range for monthly unit types.

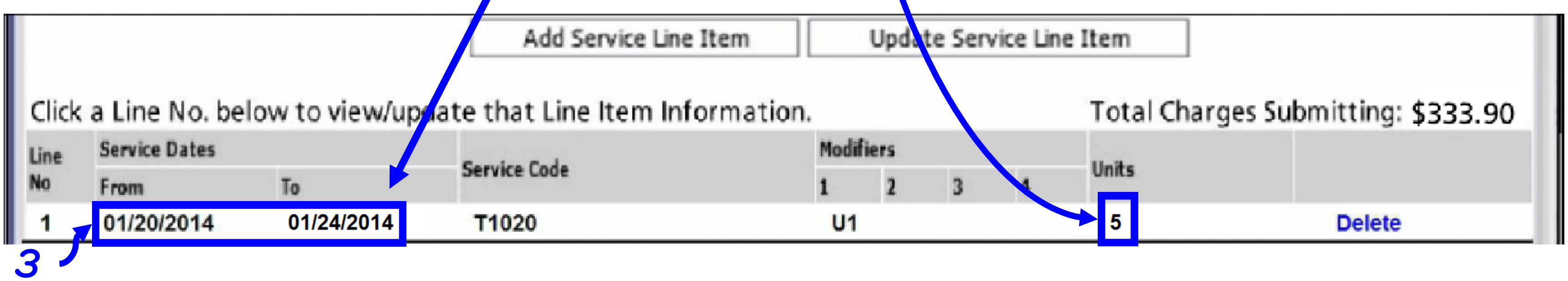
3. When you Add Service Line, the date range will be a single service line. A note will appear on you billing page telling you that the date range will be broken down into individual daily service line when the claim is processed

A date range, or span, can <u>only</u> be used when:

- Unit Type = daily or monthly
- Days were worked consecutively (in a row with no breaks)
- The date range is within the same calendar month.
- # of units match the # of days (daily units)
- *1 monthly unit per range (max. date range is one calendar month, less than month date ranges will be prorated by ProviderOne.*



A note will appear saying the service line date range will be broken down into individual daily service lines.



Save Basic Bill

While creating a bill, you may need to stop and save your work and complete it later.

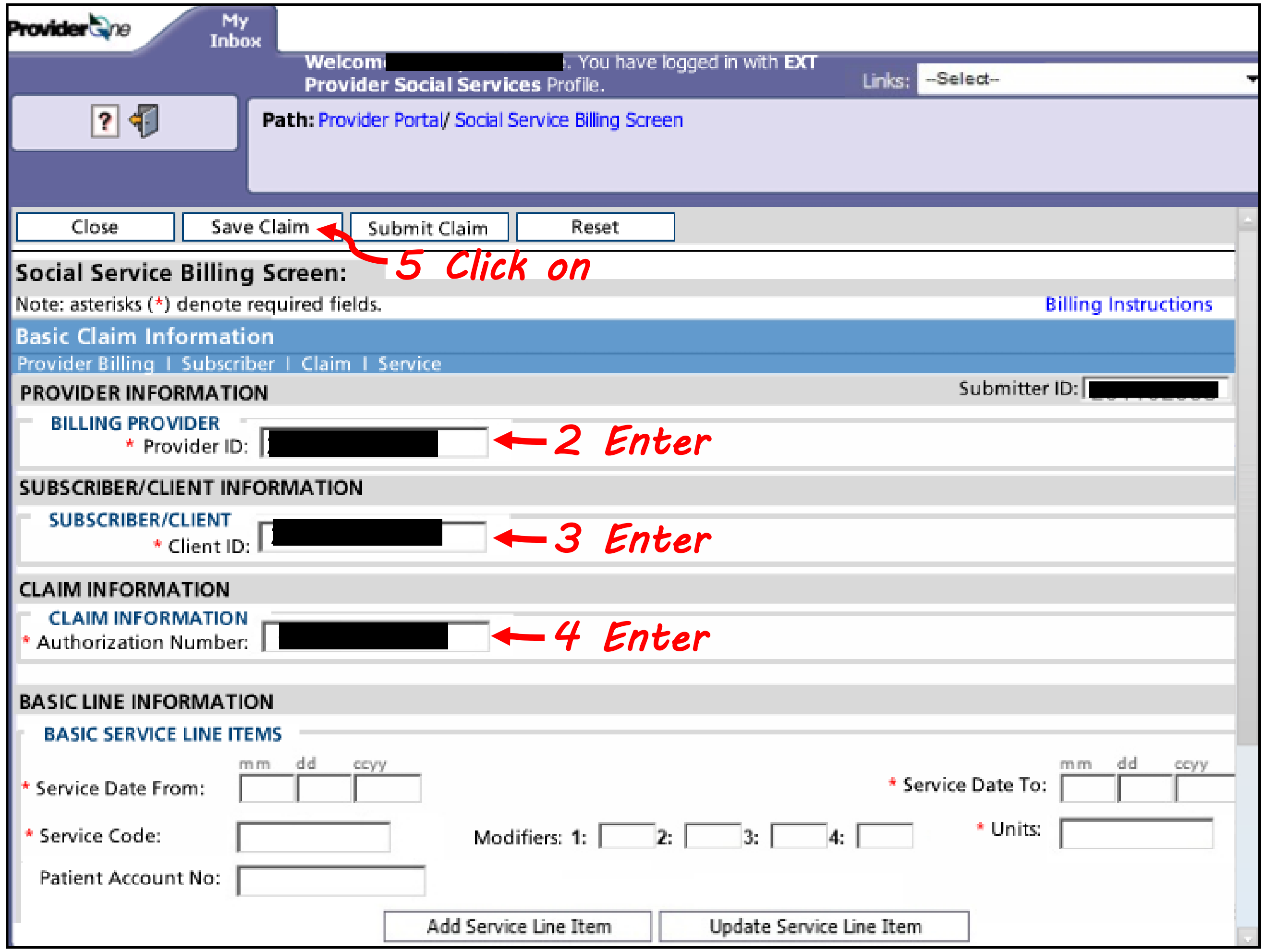
1. From the Basic Billing Screen
2. Enter Provider ID
3. Enter Client ID
4. Enter Authorization #
5. Click on Save Claim

At a minimum, to save a claim the:

- Provider ID,
- Client ID, and
- Authorization #

must be filled in.

1 Basic Billing Screen



To retrieve a saved claim.

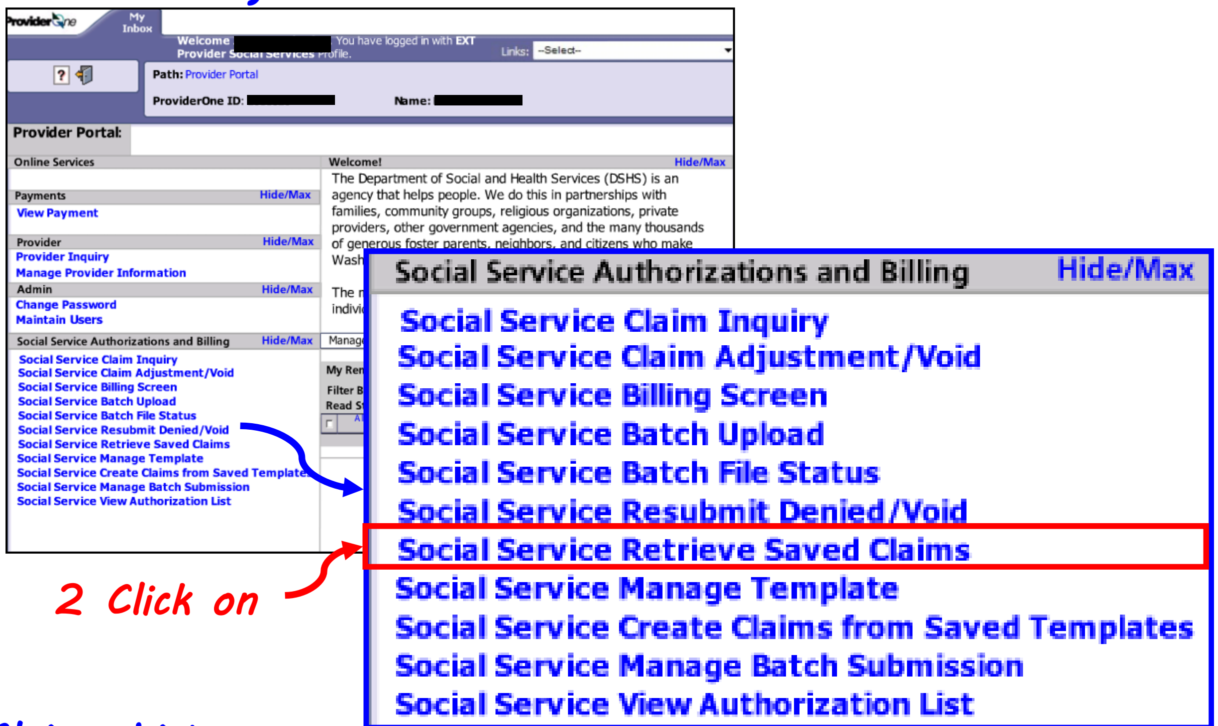
1. From the Portal Page

2. Click on Social Service Retrieve Saved Claims

3. Saved Claims List appears

4. Click on triangle next to desired saved claim

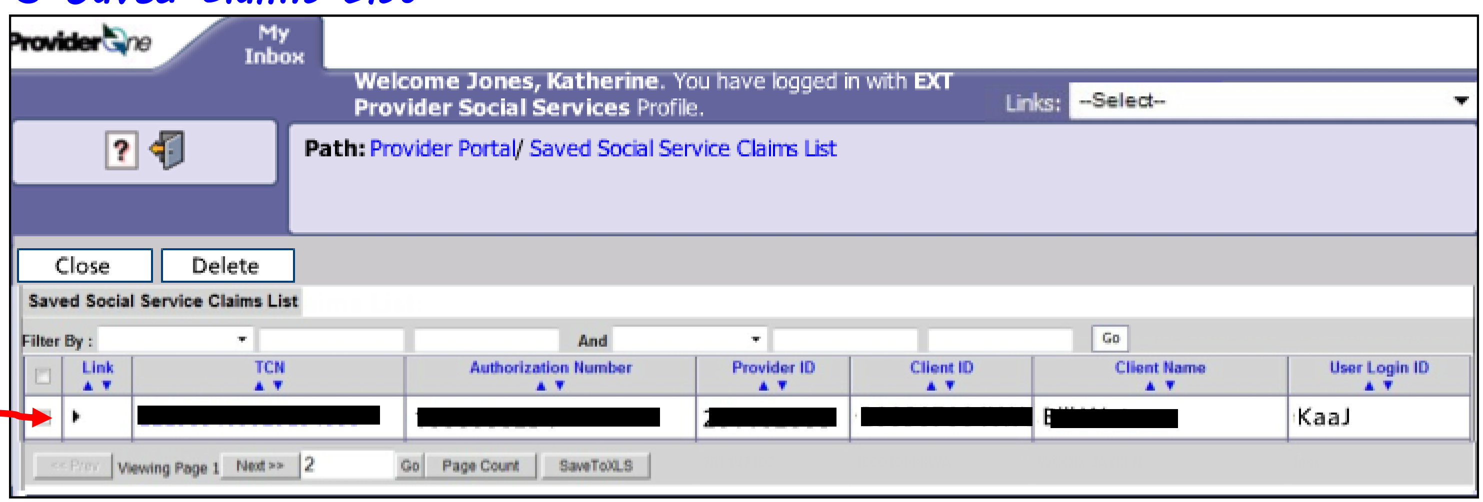
1 Portal Page



2 Click on

3 Saved Claims List

4 Click on



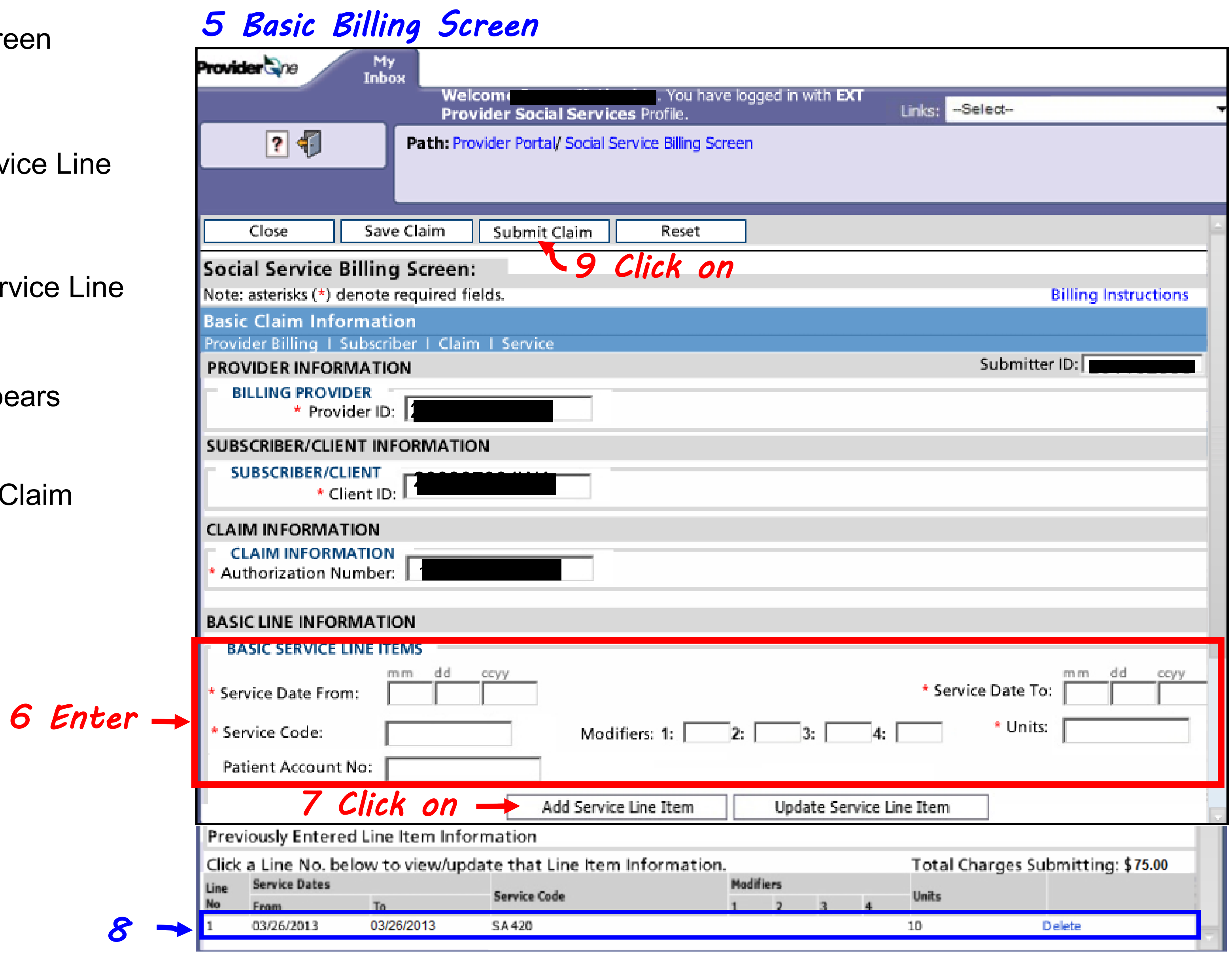
5. Basic Billing Screen appears

6. Enter Basic Service Line information

7. Click on Add Service Line

8. Service Line Appears

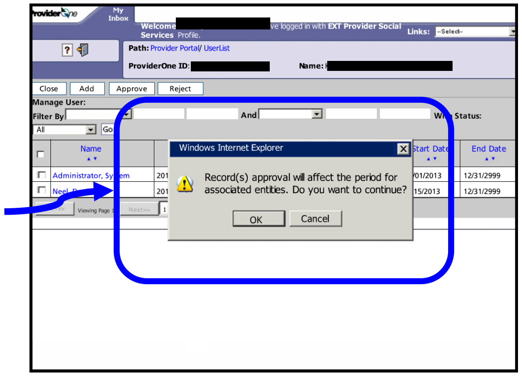
9. Click on Submit Claim



Pop-up Blocker

ProviderOne uses “Pop-up Windows” (small screens or windows that appear in front of the window you are viewing). For ProviderOne to work, your computer must be set to allow pop-up windows. Different computers have different method to turn off the pop-up blocker, here are two common approaches.

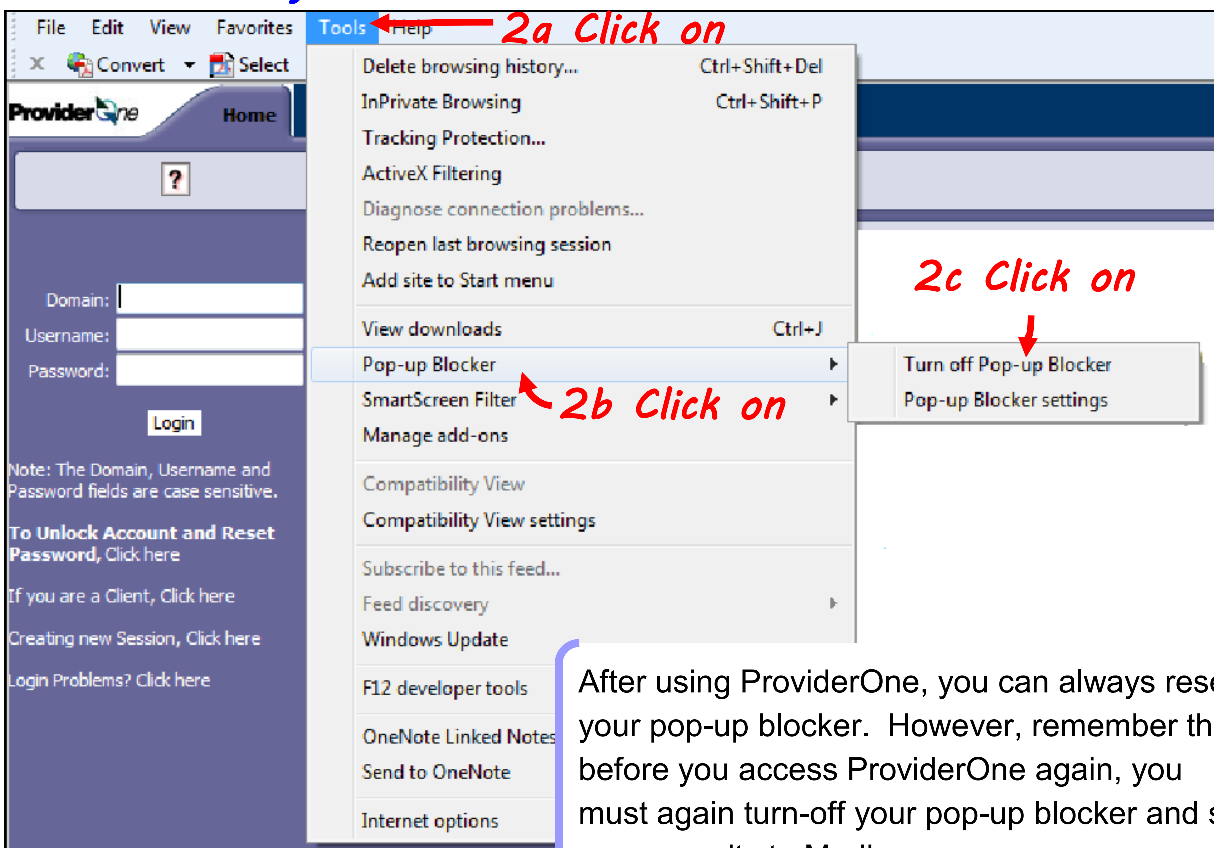
Pop-up Window



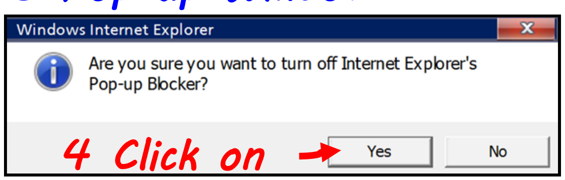
Option 1:

1. From an internet page
2. Turn off pop-up blocker
   a. Click on Tools
   b. Click on Pop-up Blocker
   c. Click on Turn Off Pop-up Blocker
3. Pop-up window appears
4. Click on Yes

1 Internet Page



3 Pop-up Window



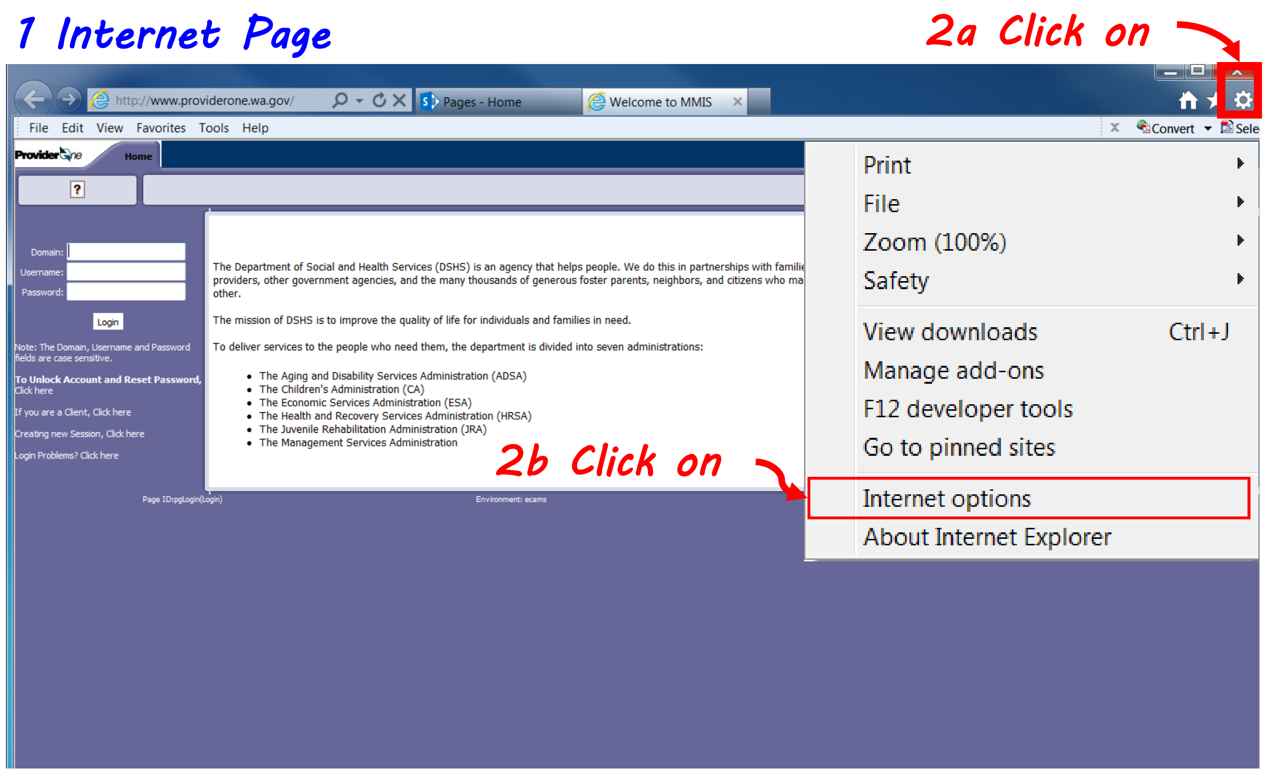
After using ProviderOne, you can always reset your pop-up blocker. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.

Option 2:

1. From an internet page

2. Turn off pop-up blocker
   a. Click on

   b. Click on Internet Options



Option 2 (cont.):

c. Internet Options appears

d. Click on Privacy and Privacy page appears

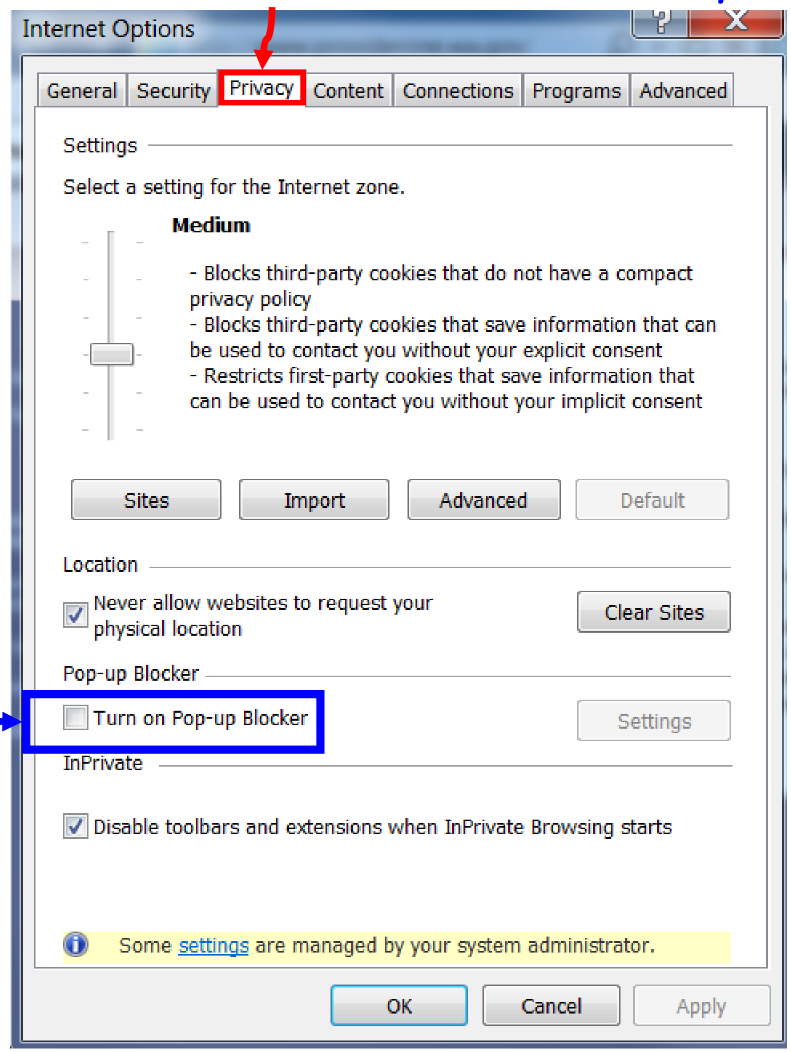
e. The ☐ should be empty.

f. If the ☐ is ☑ click on the box to remove the check

2d Click on

2c Internet Options

2e/2f



Option 2 (cont.):

g. Check on security setting. The setting should be Medium

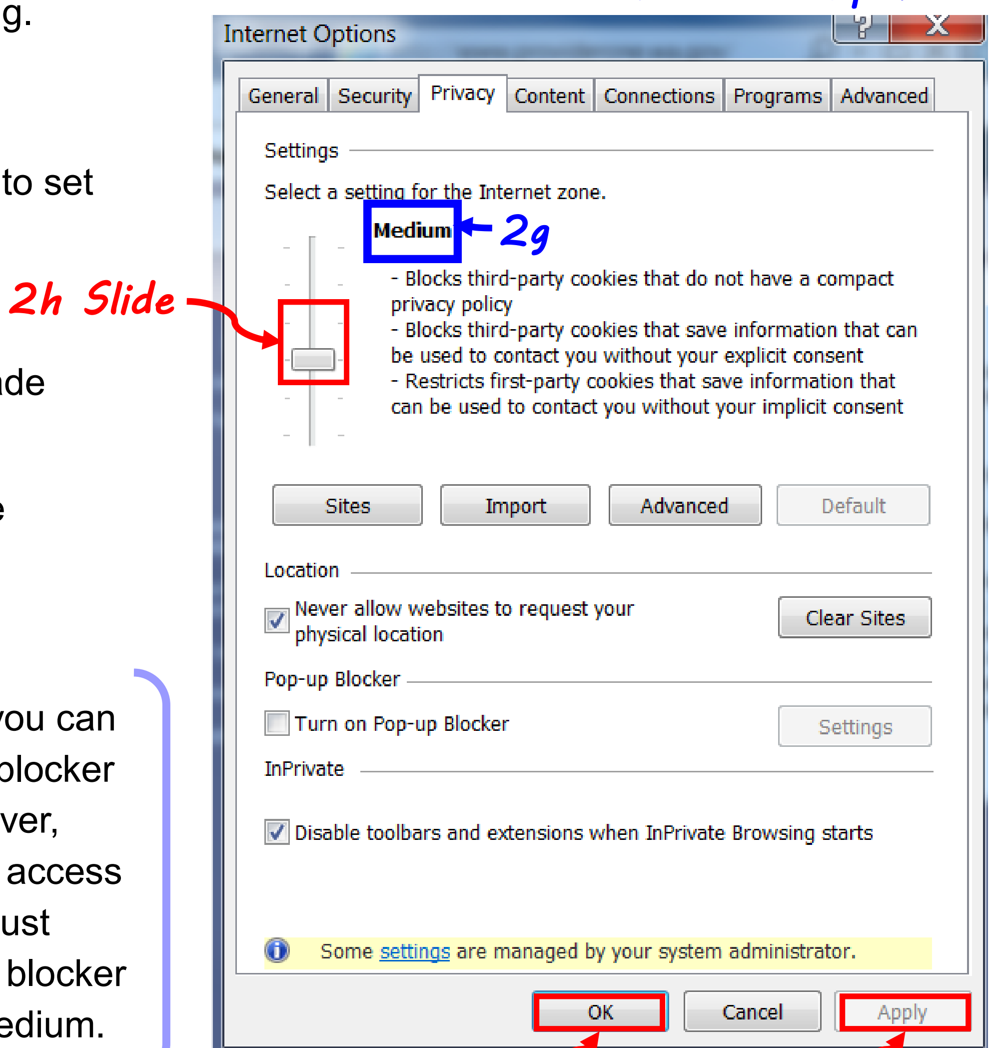
h. Slide toggle up or down to set security

i. Click on Apply if you made changes

j. Click on OK to close the window

After using ProviderOne, you can always reset your pop-up blocker and security levels. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.

Internet Options



2j Click on

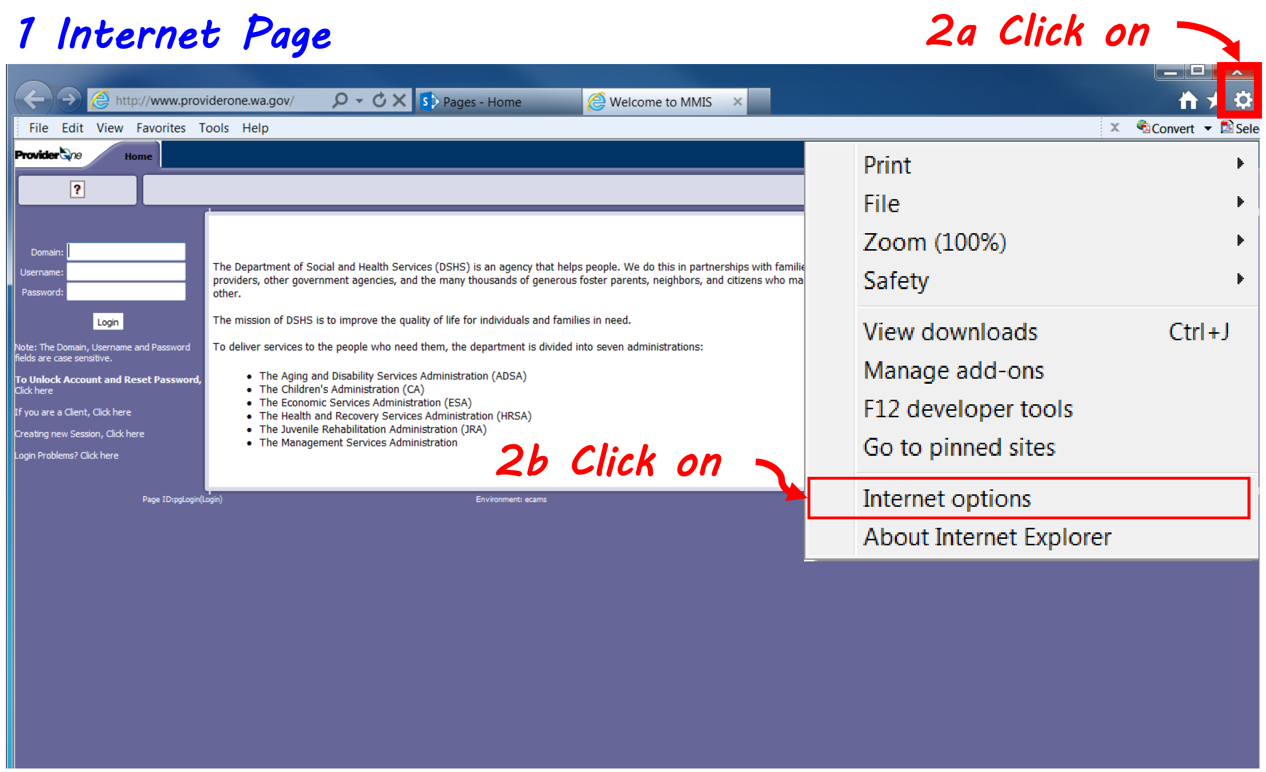
2i Click on

Security Setting & Clearing History/Cache

1. From an internet page

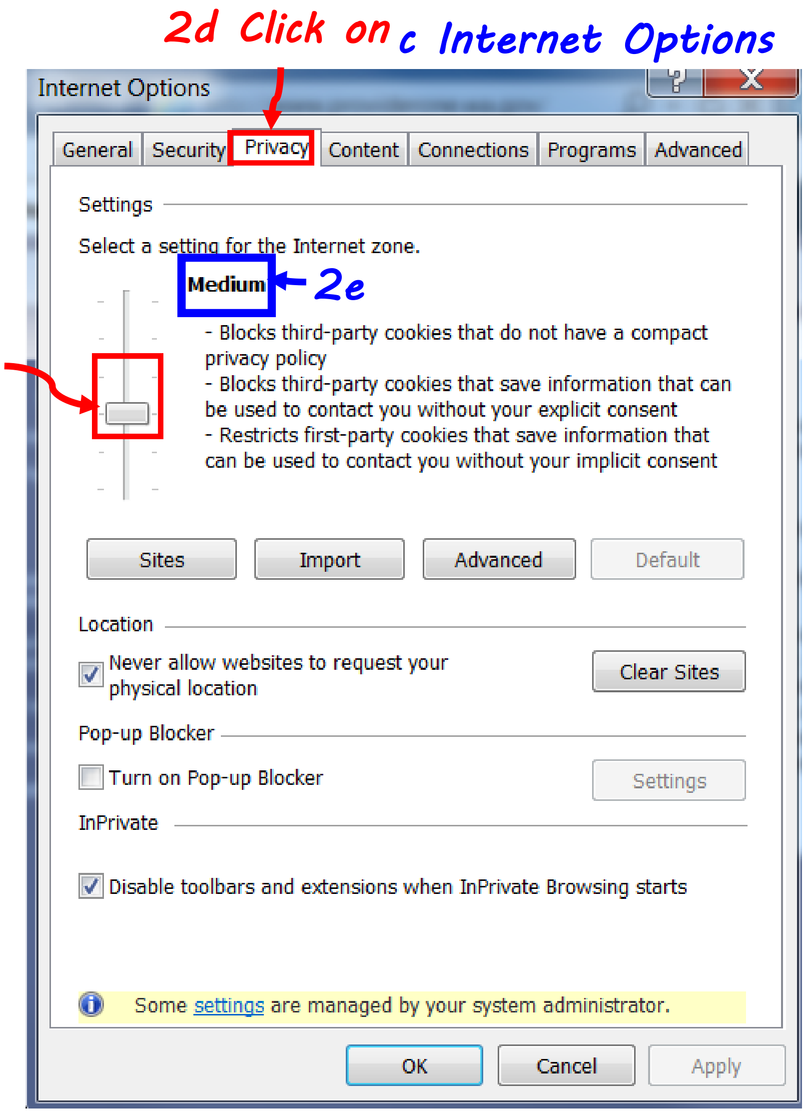
2. Security setting:
   a. Click on

   b. Click on Internet Options



Clearing your browser history (Cache) can help access to and performance of ProviderOne.

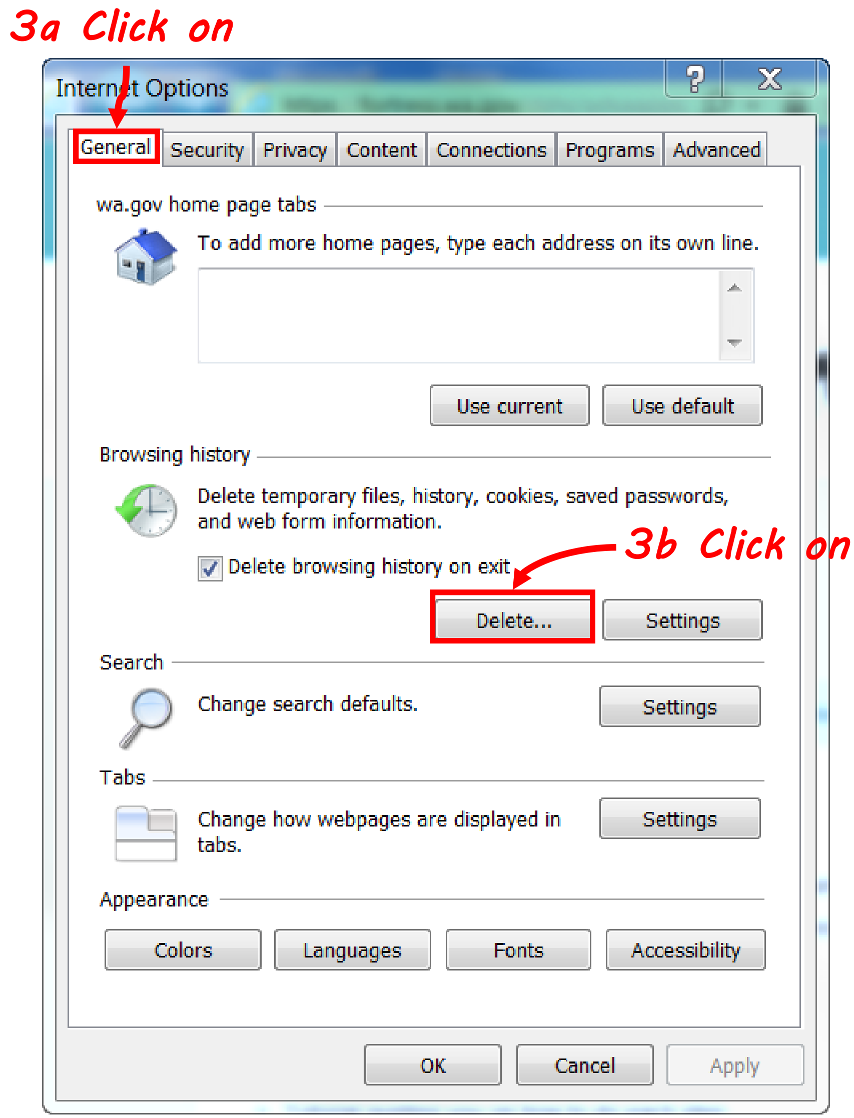
- **c.** Internet Options appears
- **d.** Click on Privacy and Privacy page appears
- **e.** Check on security setting. The setting should be Medium
- **f.** Slide toggle up or down to set security



3. Clearing browser history/ cache

a. Click on General and General page appears

b Click on Delete



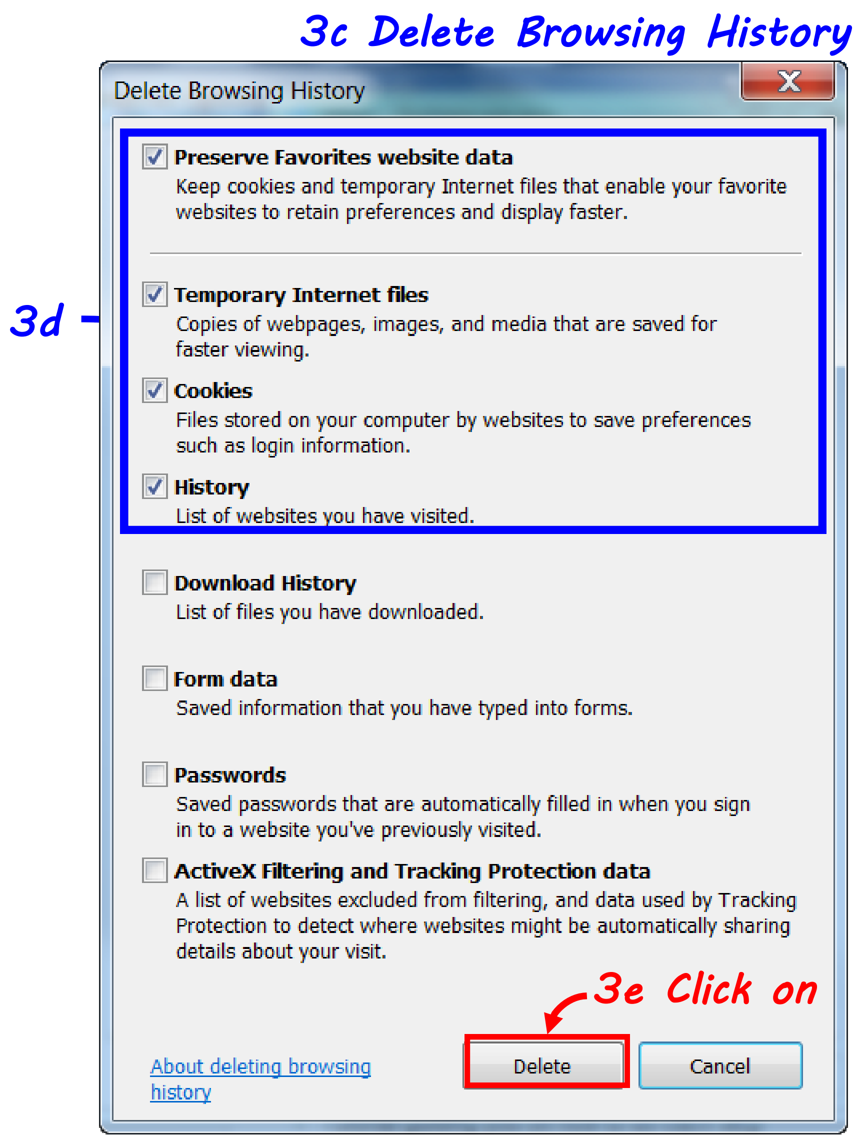
c. Delete Browsing History page appears

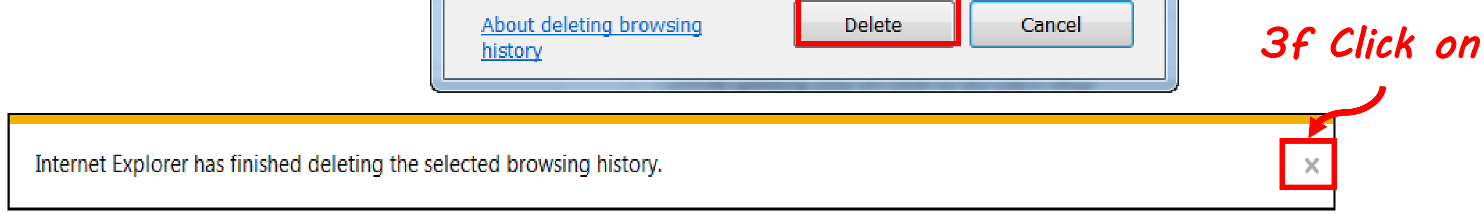
d. All 4 boxes should be checked ☑

e. Click on Delete

Clearing your browser history (Cache) only removed the history of your passed web activity. It will not delete saved favorites, book marks, or saved passwords.

f. On some browsers, a pop-up will appear telling you that your browser history has been deleted. Click on the X to close the pop-up



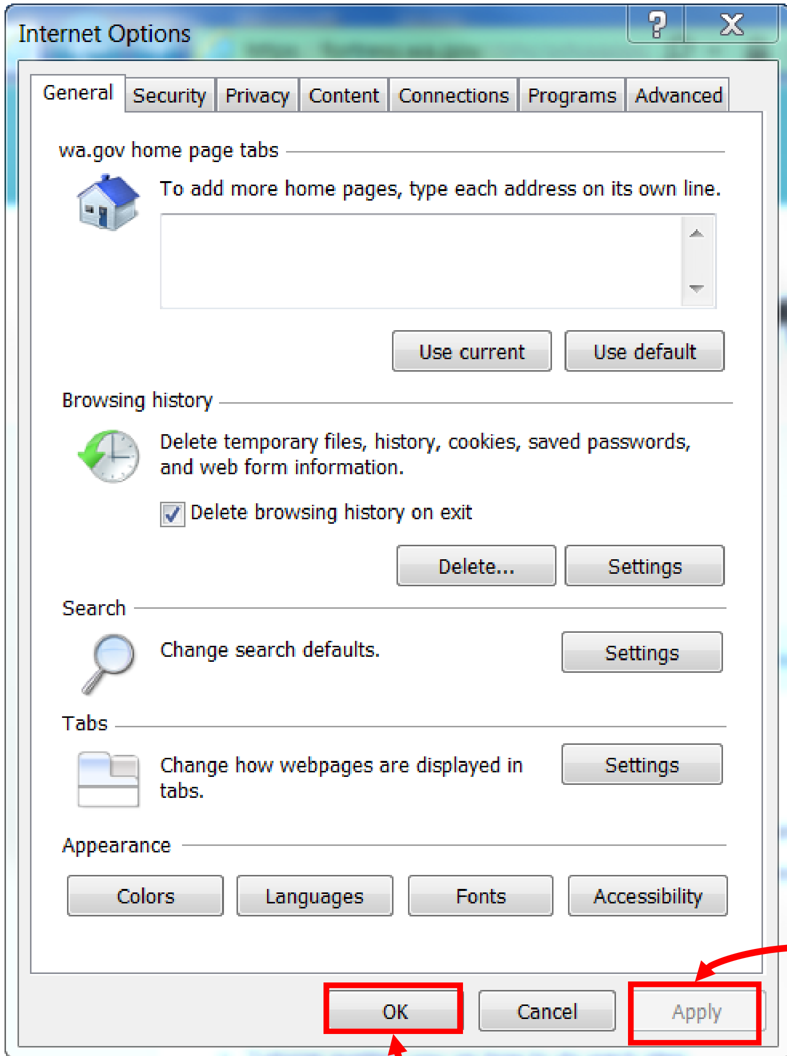


g. General page appears

h. Click on Apply

i. Click on OK

3g General Page



3h Click on

3i Click on